

FIG. 1

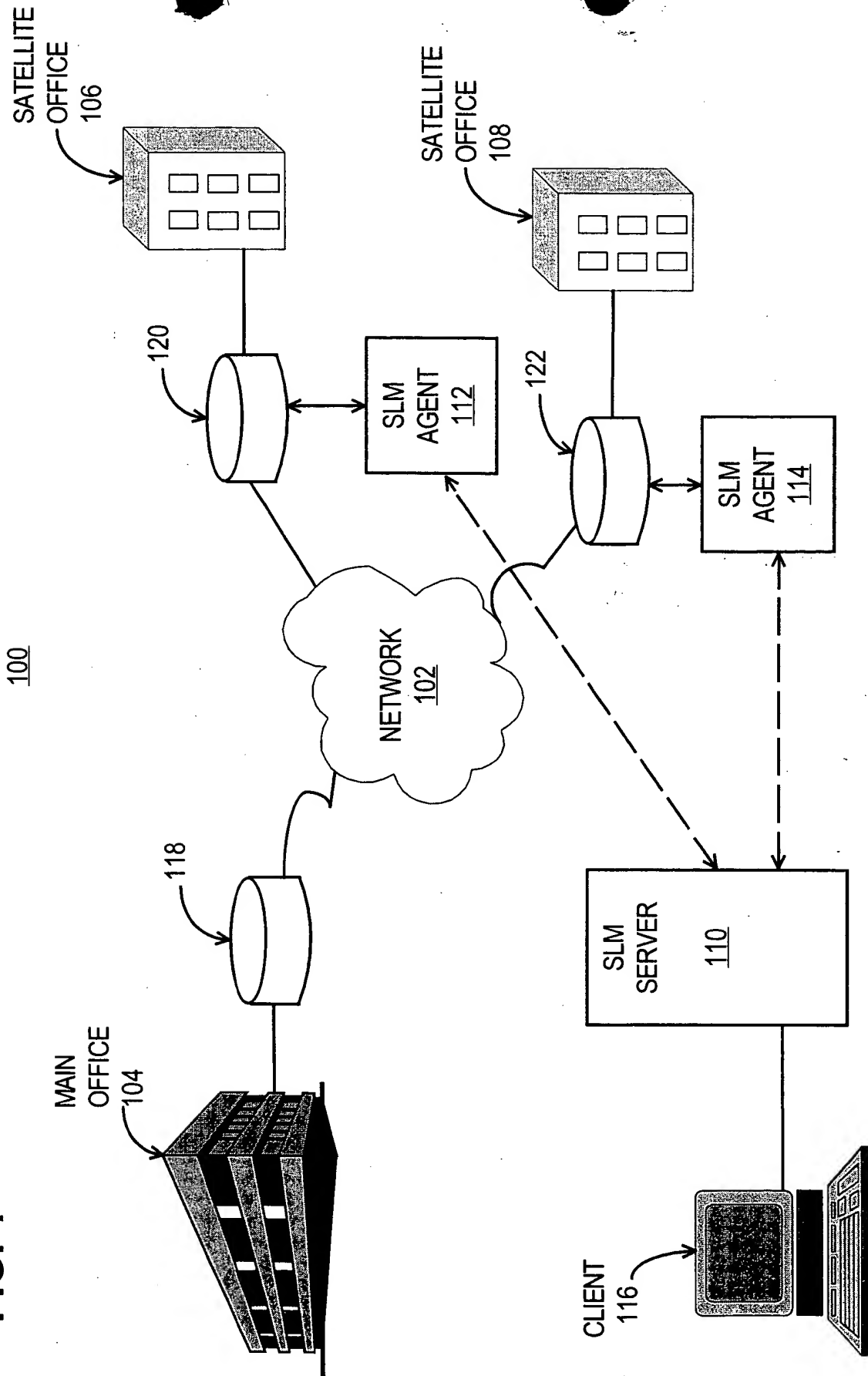


FIG. 2A

200

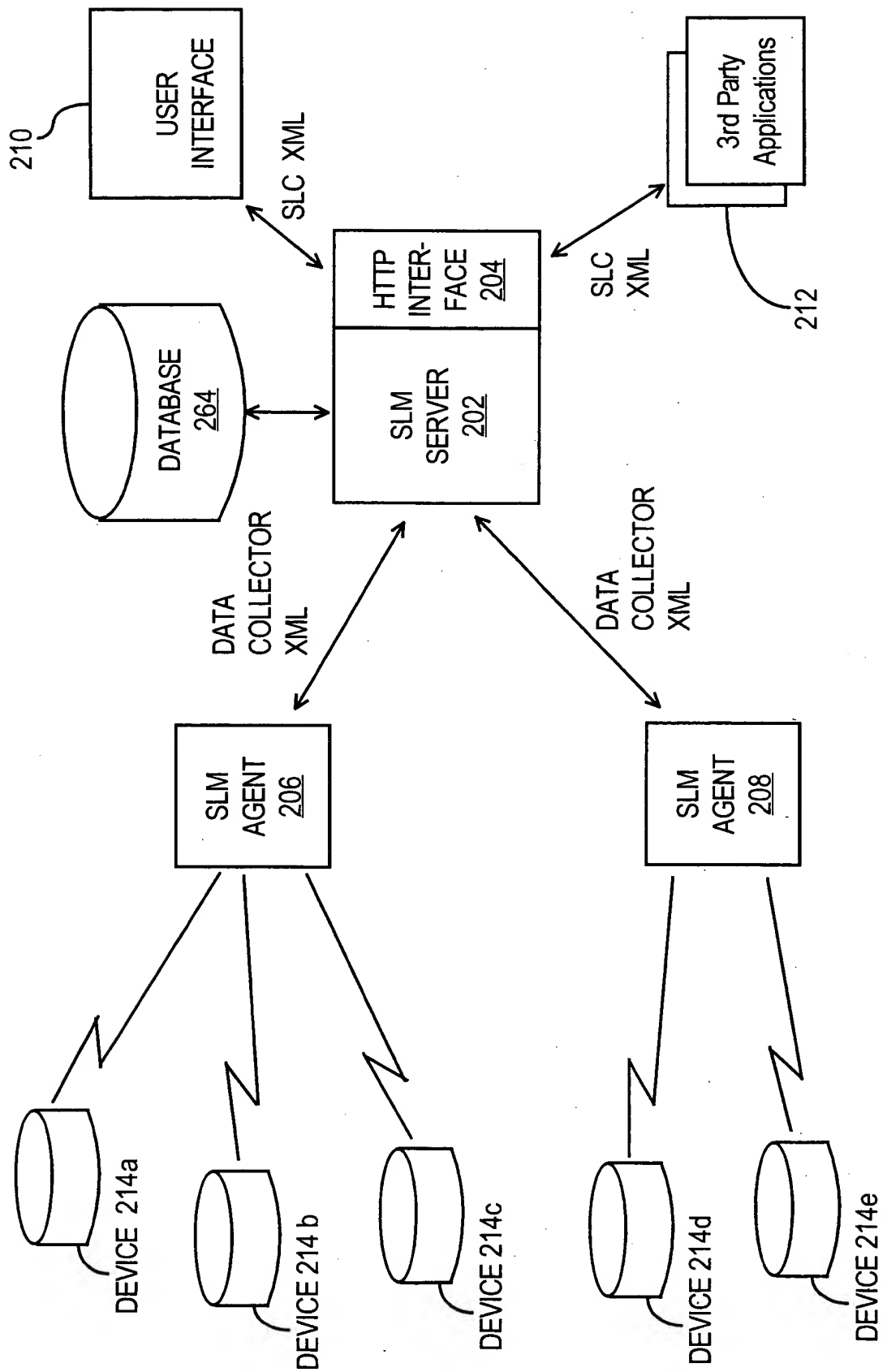


FIG. 2B

250

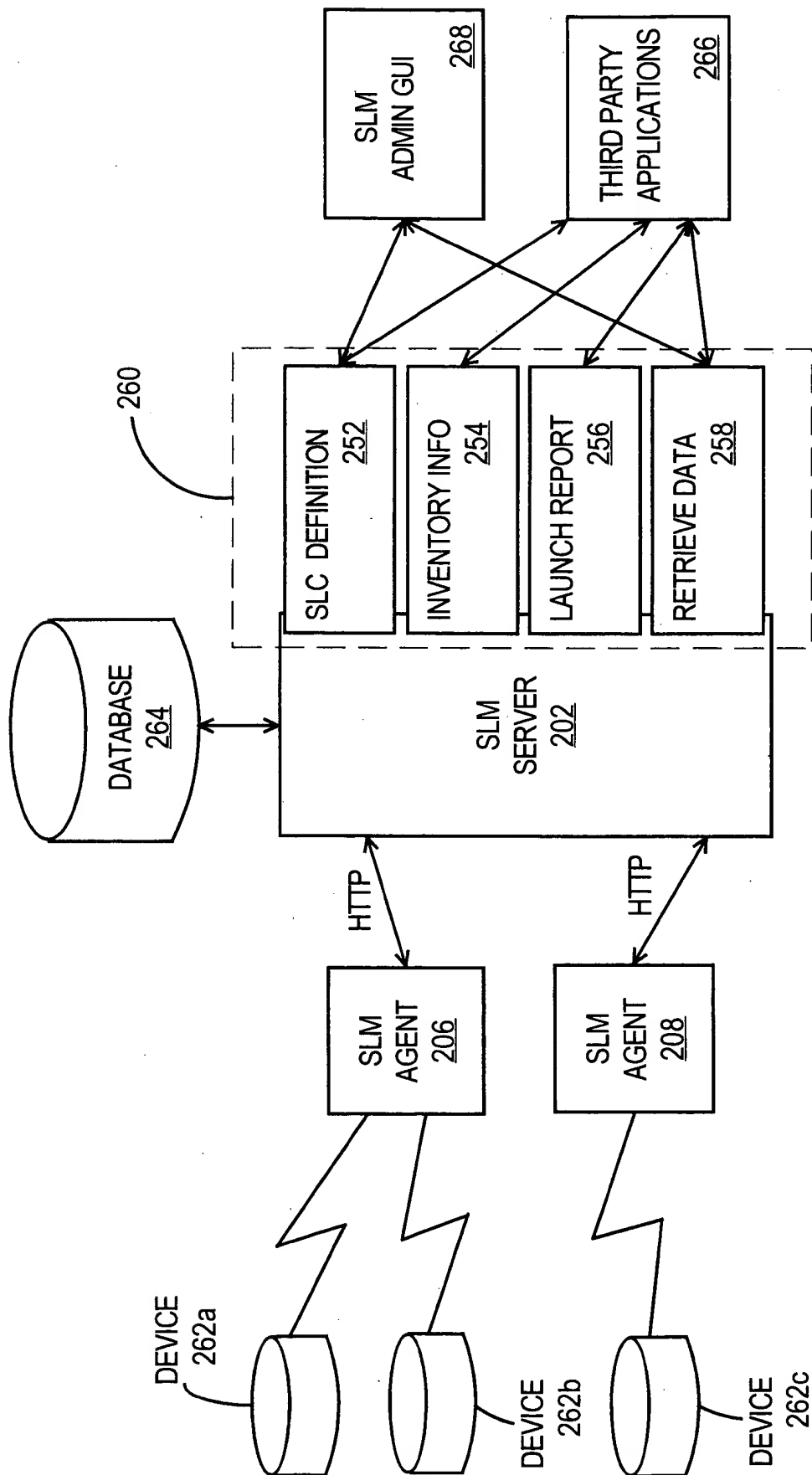


FIG. 3A

DocId: 35526260

300

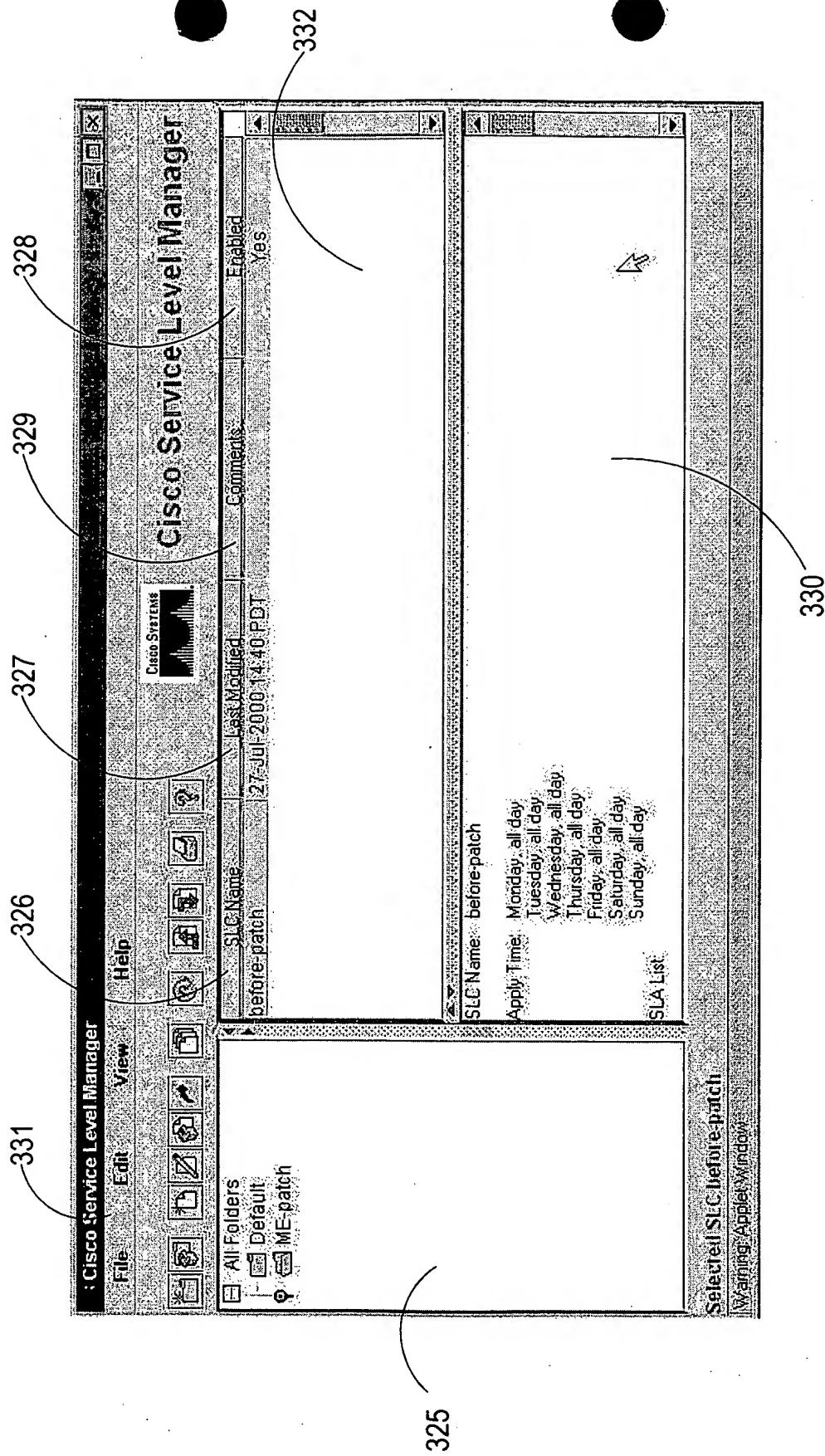


FIG. 3B

2000033260

302

The screenshot shows a software window titled ": Define SLC in Folder Default". The window contains the following elements:

- Title Bar:** : Define SLC in Folder Default
- Buttons:** Minimize, Maximize, Close.
- Form Fields:**
 - Name:** Sample Service Level Contract
 - Enabled:** ☒
 - Comments:** An SLC represents a contract between a provider of service (e.g. an ISP or IT organization) and a service consumer.
- SLC Applies:** A table with columns for days of the week and time ranges.

Mon	Tue	Wed	Thu	Fri	Sat	Sun
All day	All day	All day	All day	All day	All day	All day
All day	All day	All day	All day	All day	All day	All day
- SLA Items in This SLC:**
 - SLA Name:** Round Trip latency
 - Type:** Round Trip Response - ICMP
 - Comments:** Tests latency between each branch
- Buttons:** New, Edit, Delete.
- Buttons:** Apply, OK, Cancel, Help.

Labels 337, 338, 339, 342, 345, 346, 347, 348, 350, 351, 352, 353, and 354 point to various elements in the window.

FIG. 3C

303

356

Define SLA - Round-Trip Response

SLA Wizard

☒ 1. Define SLA Name

☐ 2. Select Device Pairs

☐ 3. Define Thresholds

Legend

☒ Valid Data

☒ Invalid Data

☐ No Data

Define SLA

Name

Round trip latency

Comments

Tests latency between each branch office

357

358

359

360

361

343

362

363

364

365

Back

Next

Cancel

Help

Sampling Interval

5 minutes

Round-Trip Response

ICMP Echo

Payload Size

28

Type of Service

0

Poling

FIG. 3D

304

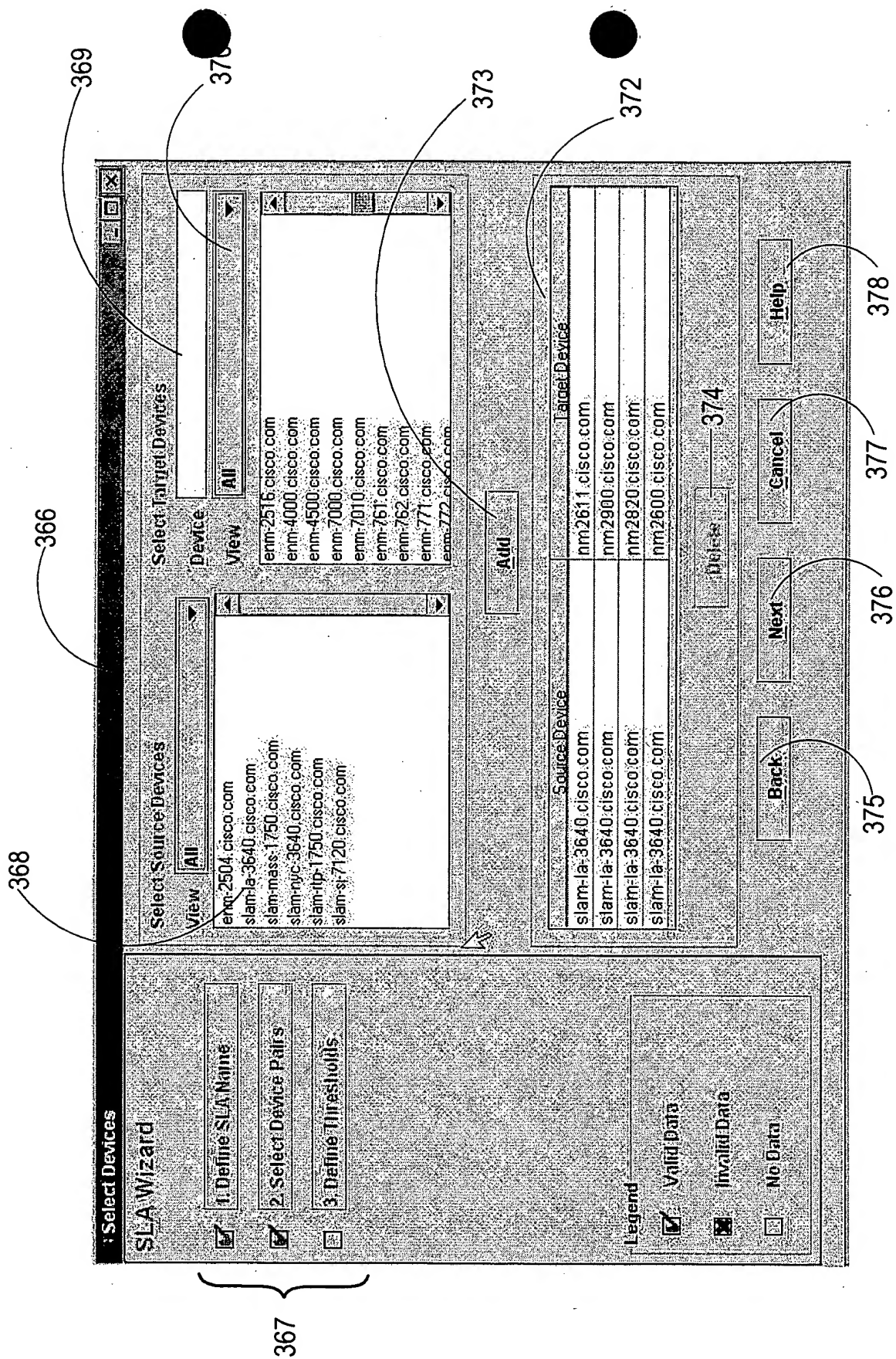


FIG. 3E

305

DATE: 09/26/00

SLA Wizard

☒ 1. Define SLA Name

☒ 2. Select Device Pairs

☒ 3. Define Thresholds

Legend
☒ Valid Data
☒ Invalid Data
☐ No Data

Apply Mon all day; Tue all day; Wed all day; Thu all day; Fri all day; Sat all day; Sun all day

Round-Trip Latency

382

Daily Threshold

383

Latency shall not exceed

200 milliseconds average per hour.

Monthly Threshold

384

Latency shall not exceed

200 milliseconds average per day.

Availability

385

Monthly Threshold

percent of a day.

Daily average availability shall be at least

99.0

Yearly Threshold

percent of a month.

Monthly average availability shall be at least

99.0

386 Back

387 Finish

388 Cancel

389 Help

FIG. 4

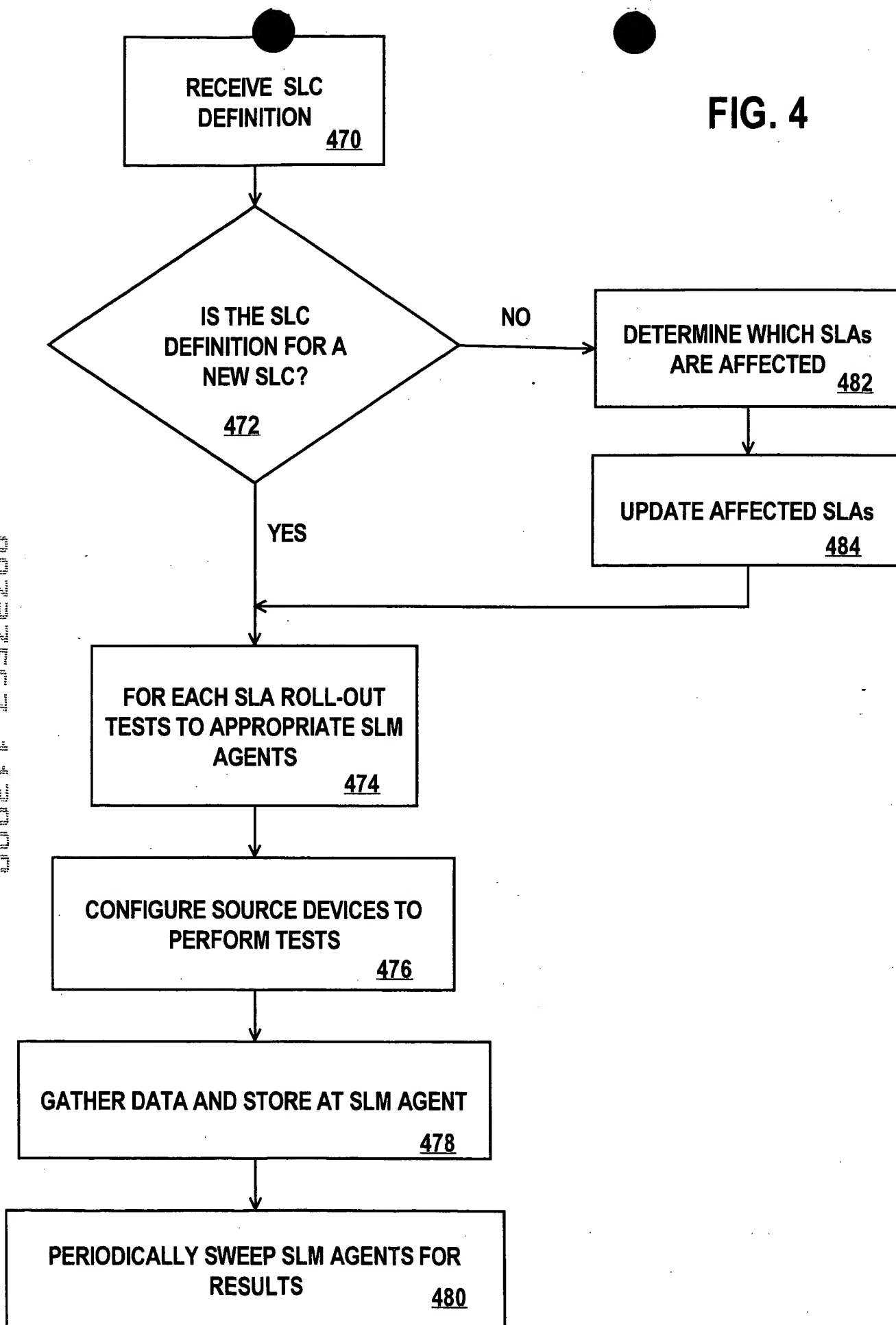


FIG. 5B

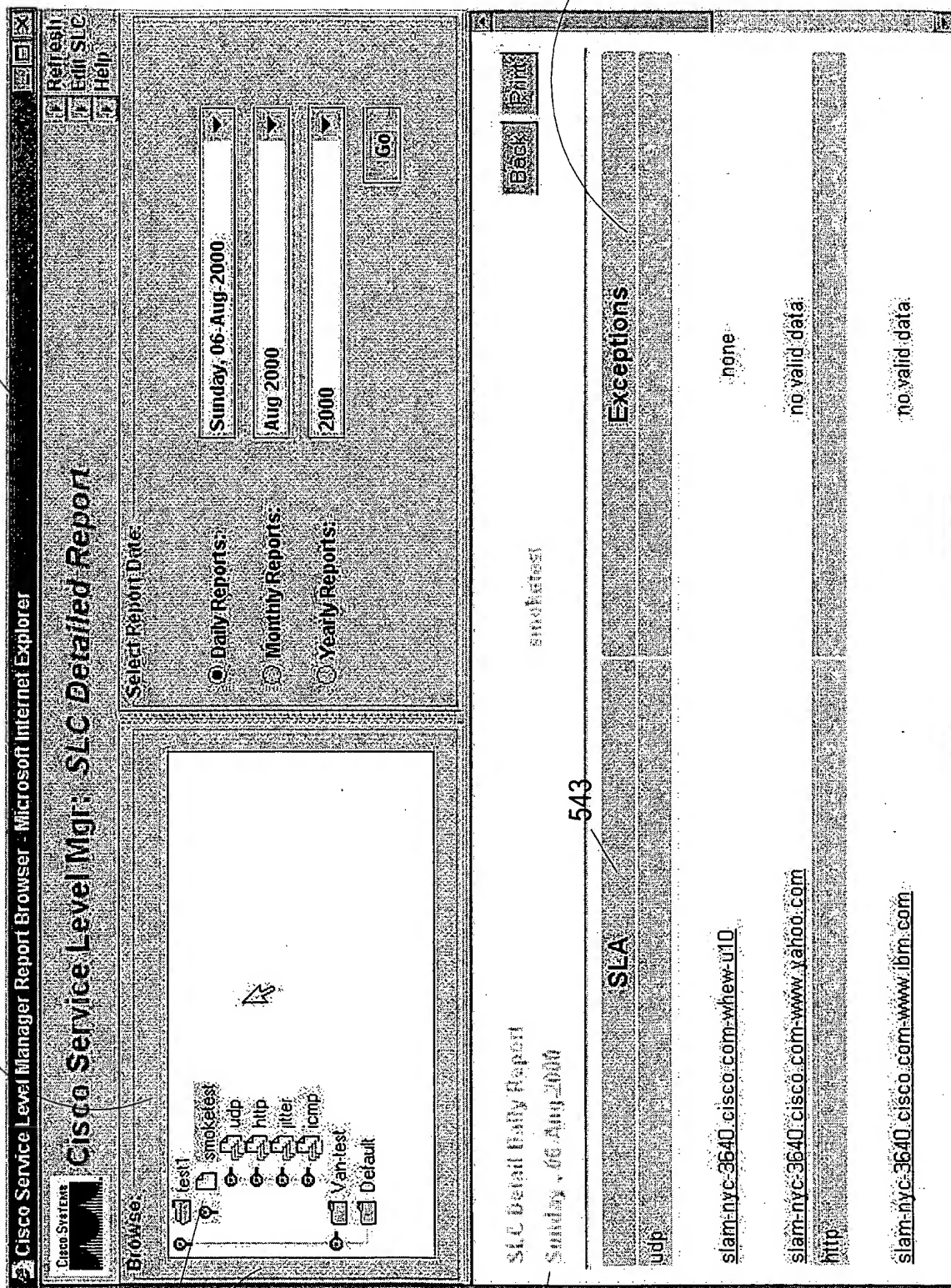


FIG. 5C

502

Cisco Service Level Manager Report Browser - Microsoft Internet Explorer

Cisco Service Level Mgr: SLA Summary Report

Browse:

- test1
- smoketest
- udp
- http
- jitter
- icmp
- Var-test
- Default

Select Report Date:

☒ Daily Reports: Monday, 07-Aug-2000

☐ Monthly Reports: Aug 2000

☐ Yearly Reports: 2000

SLA Summary Daily Report

Monday, 07-Aug-2000

smoketest/jitter

Device Pairs	Exceptions
slam-nyc-3640:cisco.com-slam-sj-7120:cisco.com	none
slam-sj-7120:cisco.com-slam-nyc-3640:cisco.com	Jitter=1, max=53[30 0]

546

547

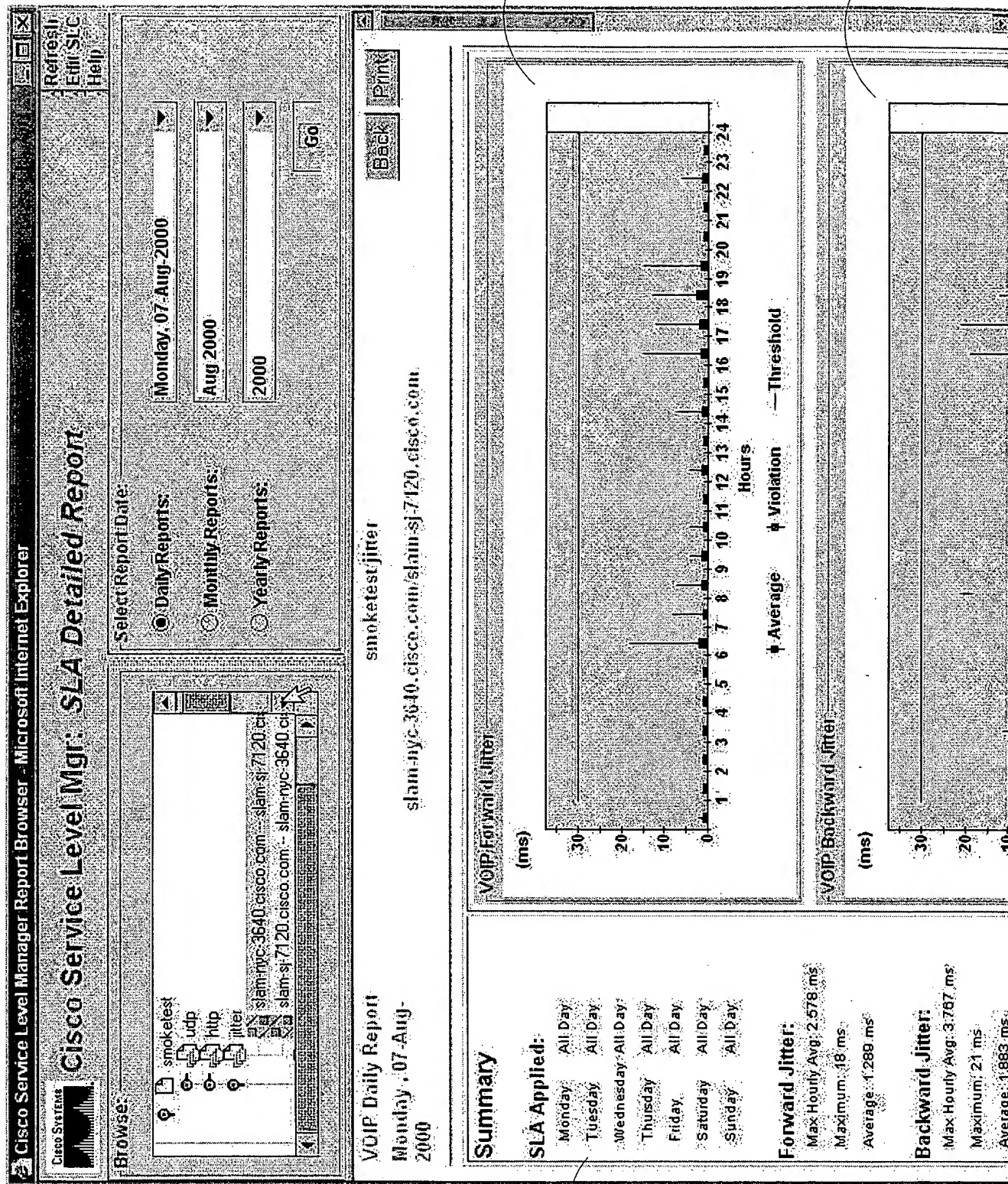
548

549

[illegible]

FIG. 5E

506



569

570

568

567

FIG. 6

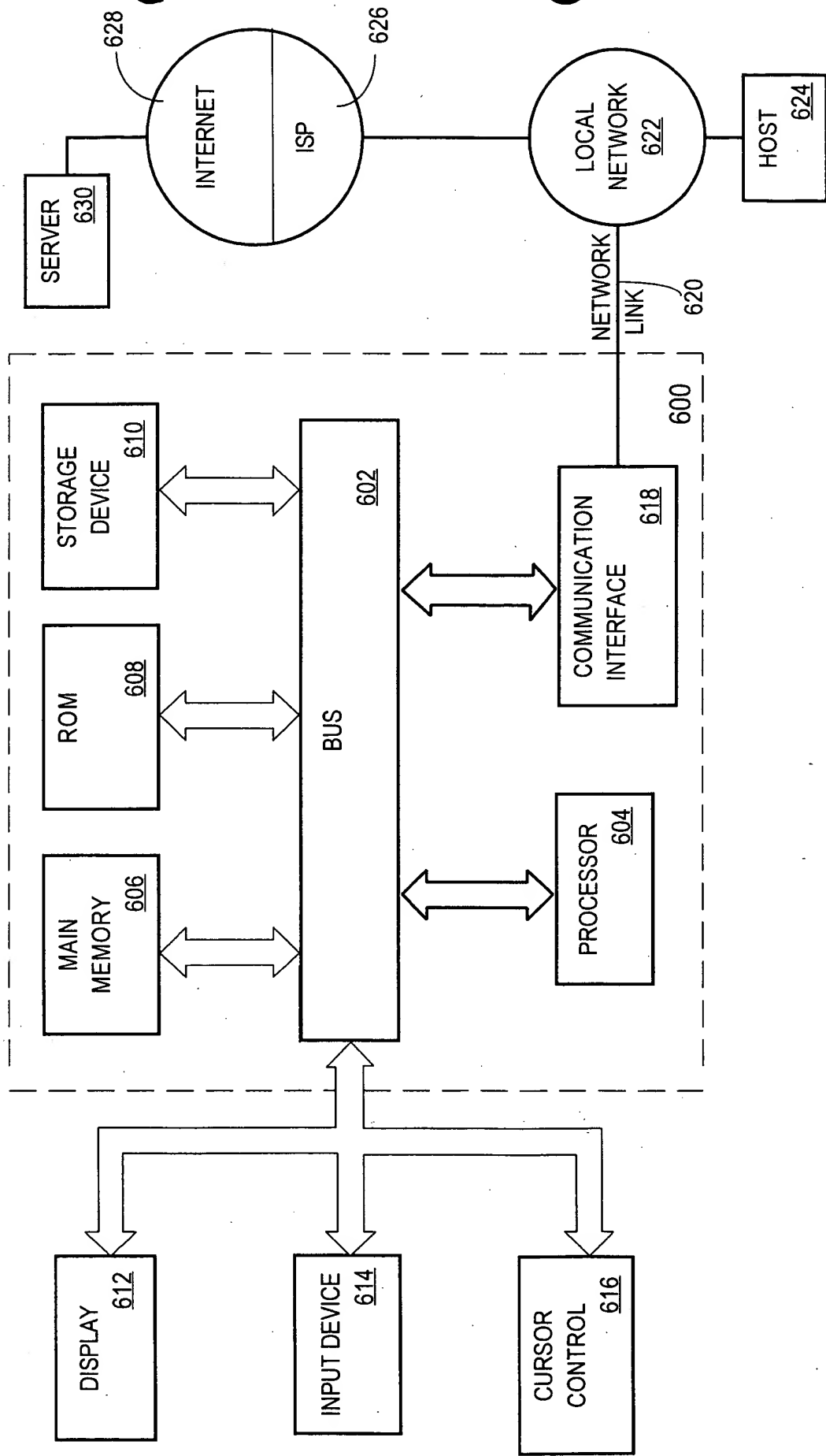


FIG. 7

700

